



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

June 3, 2021

Mr. Jamie Schlottman
Louisiana Healthcare Connections
8585 Archives Avenue, 3rd Floor
Baton Rouge, LA 70809

RE: Notice of Monetary Penalty – NEMT Broker

Dear Jamie:

By Notice of Action dated February 24, 2020, Louisiana Healthcare Connections (LHCC) was notified of its requirement to provide non-emergency medical transportation to eligible enrollees in accordance with the terms of its contract with the Louisiana Department of Health (LDH), which provides:

6.23.3. NEMT/NEAT shall be provided to and from all medically necessary Medicaid state plan services (including carved out services) for those members who lack viable alternate means of transportation. NEMT/NEAT to non-Medicaid covered services is not a core benefit; it may be considered a cost-effective alternative service if so approved by LDH per Section 6.27.

Additionally, page 73 of the MCO Manual provides:

Hospital discharges shall be transported within three hours of notification by a medical facility.

LHCC was placed on notice that beginning April 1, 2020, a penalty would be assessed for each instance a transportation provider does not show up for a scheduled transport.

On May 14, 2021, LDH was contacted by River Place Behavioral Hospital regarding the failed transport of member, [REDACTED]. Upon research, LHCC's transportation broker, Veyo, confirmed that the facility contacted them on May 13, 2021, to schedule transport for the discharge that day and the transport was accepted. Veyo was "unable to match an available provider," and the trip was canceled at approximately 3:58 pm on May 13, 2021, causing [REDACTED] to spend another night at the facility. A new transport was

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scheduled for [REDACTED] with a pick up for May 14, 2021 at 9:30 am. On May 14, 2021, at 2:15 pm, Veyo was notified by the hospital that the enrollee was still at the facility and had not been transported as scheduled. At 3:32 pm, Veyo was notified that the facility paid for [REDACTED] discharge transportation.

Failure to adhere to the contract requirements cited herein warrants the assessment of a monetary penalty per occurrence per calendar day of non-compliance of \$5,000, as outlined in the contract between LHCC and LDH. A total penalty in the amount of \$10,000 will be retained from the next monthly capitation payment made to LHCC.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Stacy J. Guidry". The signature is written in a cursive, flowing style.

Stacy Guidry

Section Chief, Medicaid Program Operations and Compliance

SG/lj

cc: Michael Boutte
Melanie Doucet
Veronica Gonzalez
Tara LeBlanc
Marisa Naquin
Justin Owens
Kim Sullivan
Christina Wilson
LHC2-31